Case 6:24-cv-00357-JDK Document 12-2 Filed 10/15/24 Page 1 of 9 PageID #: 254

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imeCall	10.8 19FEB24:1	13.2 02APR24:1
aseDurati Ti	10.8 1	13.2 0
TimeCaseE CaseDurati TimeCallMa	293 Plan Call Ce 2/19/2024 14:11:50 ########	294 LEP: Timeo 4/2/2024 14:13:00 #######
	11:50	13:00
seStarte	024 14:	024 14:
TimeCa	2/19/2	4/2/2
_Descri	Call Ce	Timeo
st: ERC_	93 Plan	94 LEP:
cas_casesta ERC_DescriTimeCaseStarted	29	5
	293.4	294.1
contract_n organizatio CallCenterl erc	31	31
nizatio Cal	CCP	CCP
_n orgar	D0800225 UNITEDHE/Local CCP	D1400487 UNITEDHE/Local CCP
ontract	INITEDH	INITEDH
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clanguage	3	4
	m	က
logst: date_logst: time_loger date_logen finishnote Unprofessi Interpreter ctype	14:21:13 ####### was able to press option 6 for Frer	1:13:03 4/2/2024 14:24:11 4/2/2024 IVR did not respond to my selectic
date_loger	########	4/2/2024
me_loger	14:21:13	14:24:11
date_logstatii	#######	4/2/2024
e_logstac	4:11:53 #	4:13:03
callerhang Hang Up By Call Ended Call Duratio time_	9.3 14:1	11.1
CallEnded	########	########
r HangUpBy	Resp	Intvw
callerhang	########	4:13:03

:s2_time	<i>‡</i> 14:12:05	14:13:18
ts2_date_t	########	4/2/2024 14:13:18
ts1_time		
ts1_date		
ts0_time	14:11:53	14:13:04
.Assigned_FPLANNAMFORGNAME ts0_date ts0_time ts1_date ts1_time ts2_date ts2_time	5 UHC Prefer PREFERREC #######	5 UHC Prefer PREFERREC 4/2/2024 14:13:04
Assigned_c Assign	1-877-485- H1045	85- H1045
phone	8 1-877-4	14 1-877-485- H104
week	1	2
quarter		

OLD_TIM	512	53
ts4_time ts5_date ts5_time ts6_date ts6_time ts7_date ts7_time TTY_Phone IVR_TIME HOLD_TIM	43	101
ts7_time	14:22:38	14:26:09
ts7_date	14:21:21 #######	14:14:19 4/2/2024 14:15:54 4/2/2024 14:23:54 4/2/2024 14:26:09
ts6_time	14:21:21	14:23:54
ts6_date	########	4/2/2024
ts5_time		14:15:54
ts5_date		4/2/2024
ts4_time	14:12:49	
ts4_date	14:12:05 #######	14:13:18 4/2/2024
ts3_date ts3_time ts4_date	14:12:05	14:13:18
ts3_date	########	4/2/2024

QUESTION: QUESTION;	56	27
	34	24
STATE	Florida	Florida
ODE COUNTY	33093 Broward	33093 Broward
timeofday ZIPCODE	14	14
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LEP_HOLDITTY_	ᅻ	480

O_A3M1 CCETIMEZCTTY_TYPE ANSWEREC CST 1

O_A2M1 A3

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QUESTION: ANSWER1 ANSWER2 ANSWER3 A1 \$0 Yes Yes 34 No She can par \$0

90

LIVE

IVRResult HOLD

IVR10

IVR9

IVR8

IVR7

IVR6

IVR5

IVR4

IVR3

IVR2

IVR1 5X2